

Roll No.

Subject Code—8126

M. Com. (First Year) EXAMINATION

(Main/Re-appear Batch 2009 Onwards)

MC-102

**COMMUNICATION AND SECRETARIAL
PRACTICE**

Time : 3 Hours

Maximum Marks : 70

Section A

Note : Attempt any *Seven* questions. $7 \times 5 = 35$

1. Explain the process of Communication with the help of a diagram.
2. Discuss the characteristics of a good Business Letter.
3. Discuss the importance of feedback in Communication.

4. Compare the features of Oral Communication and Written Communication.
5. Write a note on Company Correspondence with shareholders.
6. Explain the term Agenda, Quorum and Proxy.
7. Write a note on Minutes of Meeting.
8. Discuss the performance of letter of offering agency.
9. Explain the methods of voting.
10. Write a note on trade reference and status enquiries.

Section B

Note : Attempt all the questions.

11. What do you mean by Business Communication ? Explain the importance of Business Communication in globalised business.

Or

Why barriers in communication occur and explain how to overcome them ? 12

12. What do you mean by Meetings ? Explain the arrangements need to be made to ensure the smooth conduct of a meeting.

Or

Elaborate the seven C's of communication with suitable examples. 12

13. Write notes on the following :

- (a) Layout of a Business Letter
- (b) Registrar of Companies.

Or

Write notes on the following :

- (a) Survey Report
- (b) Application for Agency/Franchise. 11